myWCB Online User Guide for Workers

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Hours: 8:00 a.m. to 4:30 p.m., Monday through Friday (excluding statutory holidays)

WCB REV OCTOBER, 2014

Workers' Compensation Board
Alberta

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Introduction

myWCB offers you a convenient and secure way of doing business with WCB-Alberta. With access to myWCB, Workers can view their claim information such as, mailing address, phone number, email address, claim decision and payment information.

Understanding the Online Administrator Role for your Claim

Note: myWCB has the capability to provide multiple individuals (users) with access to your claim information. This feature may or may not be useful to you.

Who has the Online Administrator role for your claim is very important to you. The Online Administrator is able to manage myWCB access to your claim and can determine, for example, how easy or difficult it is for a new user to gain access to your claim information.

Once you have created a User ID, you will be granted the Online Administrator role if one does not already exist. Please see Getting Started on Page 4 to request access to online services. When the Online Administrator role is assigned to a user, a letter is sent to the Primary Contact on the claim, usually the Worker. If you are the Primary Contact on the claim and wish to change the Online Administrator access, it will be your responsibility to contact WCB to make the change.

Please see the Online Administrator Guide section on page 8 for a complete description of what the Online Administrator can do.

Security /System Availability

myWCB online services are accessible via a secure web channel using 128-bit Secure Socket Layer (SSL) encryption. Users can be assured that all information transferred through the online services is transmitted using the highest level of security.

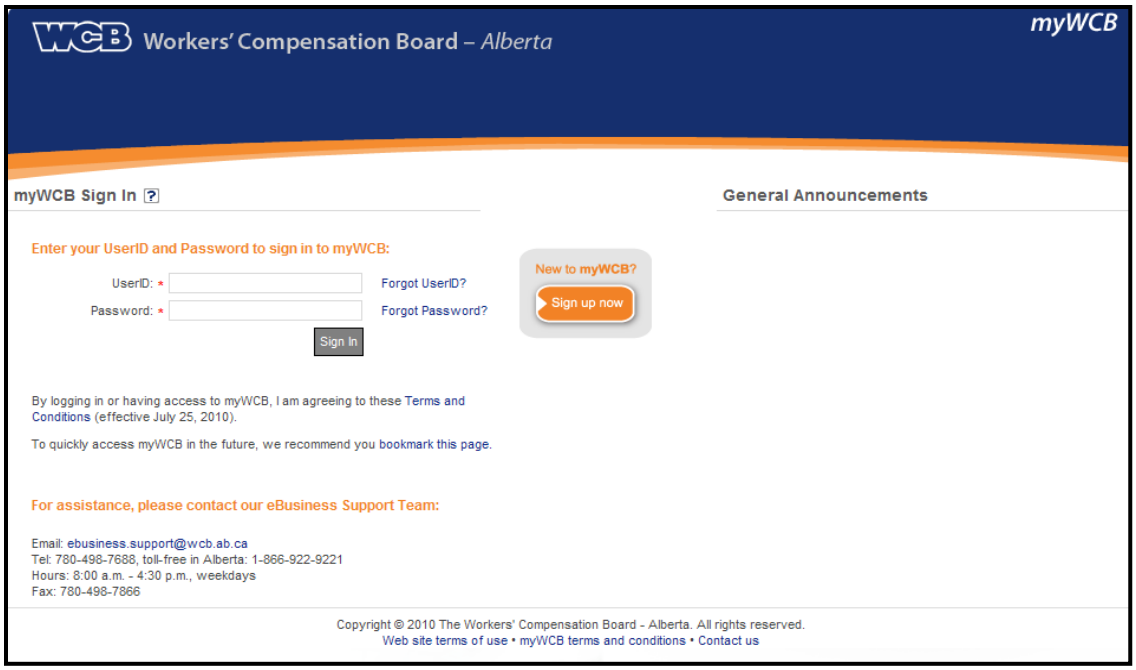
Workers' Online Services is available 7 days per week; however, it may occasionally be down for short periods during the evenings or weekends for maintenance. It is supported by the following browsers: Internet Explorer and Firefox.

Getting Started

Before starting, please ensure you have your Registration Letter sent to you by Workers' Compensation Board for reference.

To request access to myWCB online services, please follow the steps below:

1. Go to the myWCB Sign In page at https://my.wcb.ab.ca and click the Sign up now button.


Workers' Compensation Board – Alberta
myWCB
myWCB Sign In
General Announcements
Enter your UserID and Password to sign in to myWCB:
UserID: *
Password: *
Forgot UserID?
Forgot Password?
Sign In
New to myWCB?
Sign up now
By logging in or having access to myWCB, I am agreeing to these Terms and Conditions (effective July 25, 2010).
To quickly access myWCB in the future, we recommend you bookmark this page.
For assistance, please contact our eBusiness Support Team:
Email: ebusiness.support@wcb.ab.ca
Tel: 780-498-7688, toll-free in Alberta: 1-866-922-9221
Hours: 8:00 a.m. - 4:30 p.m., weekdays
Fax: 780-498-7866
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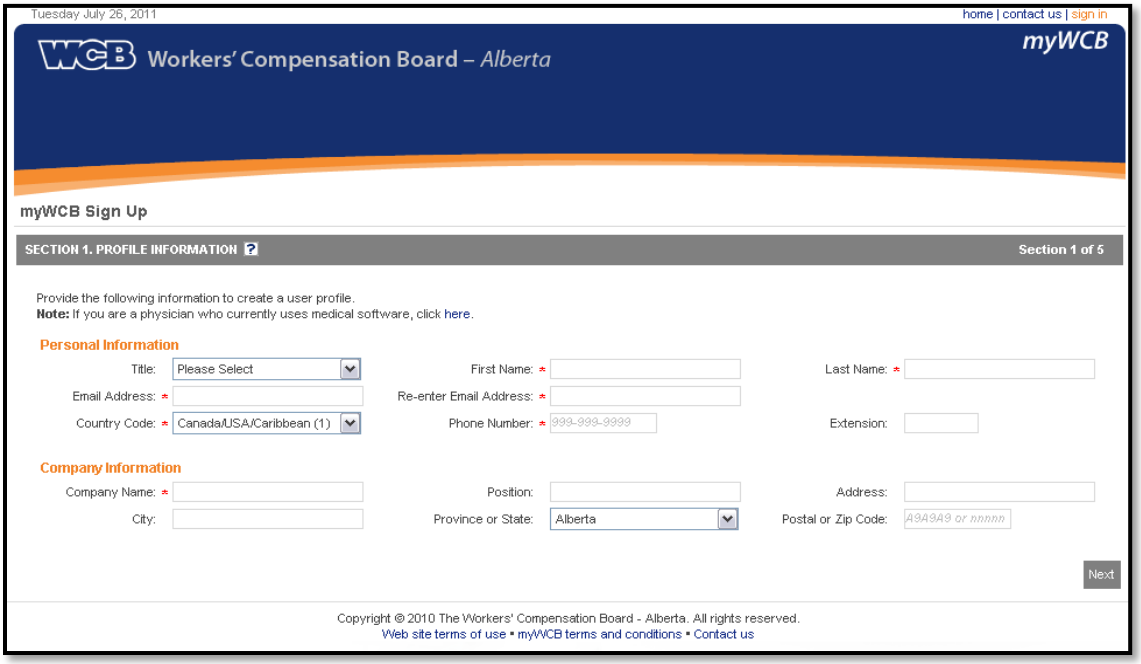
2. Complete the required fields and click the Next button


Tuesday July 26, 2011
home | contact us | sign in
Workers' Compensation Board – Alberta
myWCB
myWCB Sign Up
SECTION 1. PROFILE INFORMATION
Section 1 of 5
Provide the following information to create a user profile.
Note: If you are a physician who currently uses medical software, click here.
Personal Information
Title: Please Select
First Name: *
Last Name: *
Email Address: *
Re-enter Email Address: *
Country Code: * Canada/USA/Caribbean (1)
Phone Number: * 999-999-9999
Extension:
Company Information
Company Name: *
Position:
Address:
City:
Province or State: Alberta
Postal or Zip Code: A9A9A9 or nnnnn
Next
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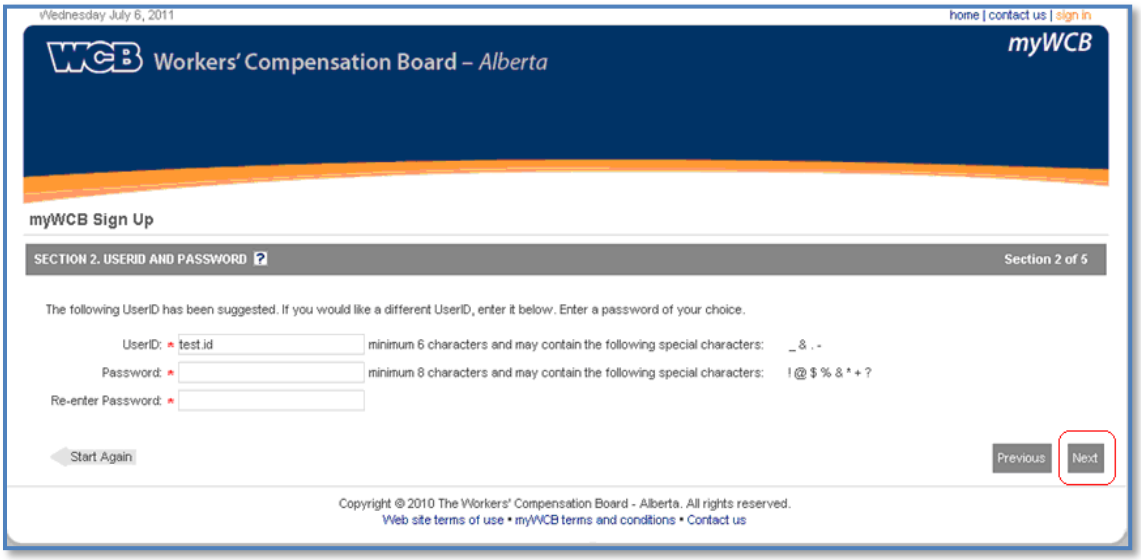
3. A suggested User ID will be provided. (It can be changed if required.) Enter and confirm the password. Click the Next button.


Wednesday July 6, 2011
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Workers' Compensation Board – Alberta
myWCB
myWCB Sign Up
SECTION 2. USERID AND PASSWORD
Section 2 of 5
The following UserID has been suggested. If you would like a different UserID, enter it below. Enter a password of your choice.
UserID: * test.id
minimum 6 characters and may contain the following special characters: _ & . -
Password: *
minimum 8 characters and may contain the following special characters: ! @ $ % & * + ?
Re-enter Password: *
Start Again
Previous
Next
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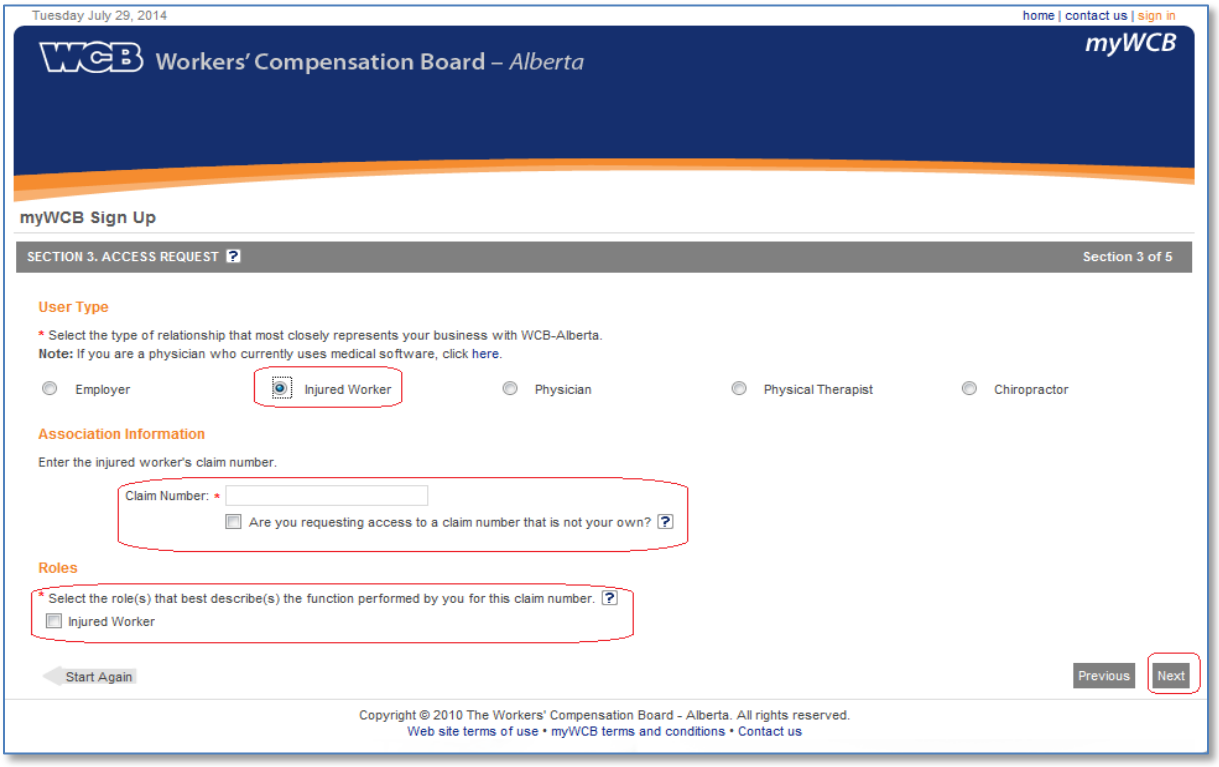
4. Select Injured Worker radio button, enter the claim number and select the Injured Worker role. Click the Next button.


Tuesday July 29, 2014
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Workers' Compensation Board – Alberta
myWCB
myWCB Sign Up
SECTION 3. ACCESS REQUEST
Section 3 of 5
User Type
* Select the type of relationship that most closely represents your business with WCB-Alberta.
Note: If you are a physician who currently uses medical software, click here.
Employer
Injured Worker
Physician
Physical Therapist
Chiropractor
Association Information
Enter the injured worker's claim number.
Claim Number: *
Are you requesting access to a claim number that is not your own?
Roles
* Select the role(s) that best describe(s) the function performed by you for this claim number.
Injured Worker
Start Again
Previous
Next
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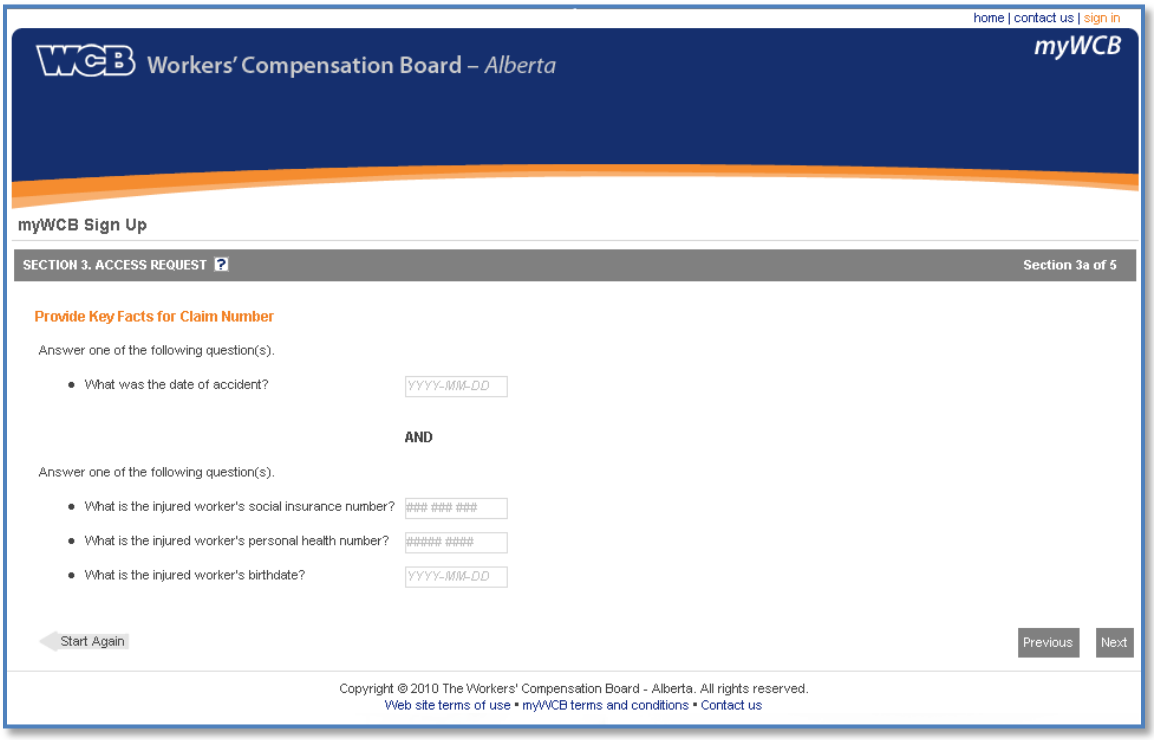
5. The following window will appear. If it does not appear and you are directed to the Confirmation screen, the key facts may have been disabled by your Online Administrator. Please complete steps six to eight and await an email advising you of your access status.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SECTION 3. ACCESS REQUEST
Section 3a of 5
Provide Key Facts for Claim Number
Answer one of the following question(s).
What was the date of accident?
YYYY-MM-DD
AND
Answer one of the following question(s).
What is the injured worker's social insurance number?
###
What is the injured worker's personal health number?
####
What is the injured worker's birthdate?
YYYY-MM-DD
Start Again
Previous
Next
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6. On the above screen, answer "What was the date of accident?" and then ONE of the following three key fact questions for the Claim Number you identified. Click the Next button.

   Note: You are allowed three attempts to answer the key fact questions correctly. After three unsuccessful attempts, you will be directed to the Confirmation page where you may modify the access you requested or Click the Submit button to send the access request to the Online Administrator. If an Online Administrator for the claim does not exist, the access request will be sent to the eBusiness Support Team. Upon receipt of your access request, the Online Administrator or the eBusiness Support Team may modify, approve or deny the request.

7. Review your request on the Confirmation screen and make any necessary changes by clicking on the applicable Modify button. Click the Submit button if no changes are required.

8. On the following screen, click the Finish button to go to the Terms and Conditions screen shown below:

Workers' Compensation Board – Alberta
myWCB
Terms and Conditions
Terms and Conditions effective July 25, 2010.
This system is restricted to authorized users for legitimate business purposes and is subject to audit. Actual or attempted unauthorized access, use or modifications of computer systems is a violation of federal and provincial laws.
TERMS OF USE
By accessing information from a WCB-Alberta application, I agree that any and all information obtained about any third party, including any worker under the Workers' Compensation Act, shall:
(a) be held in the strictest of confidence and in compliance with the Personal Information Protection Act, the Personal Information Protection and Electronic Documents Act and/or the Freedom of Information and Protection of Privacy Act, whichever applies; and
(b) not be disclosed to anyone or used in any proceeding, except as is reasonably necessary in proceedings before the Workers' Compensation Board, Appeals Commission or further appeals or applications for judicial review of decisions of those bodies, without the written consent of WCB.
I am responsible and accountable for all use of my UserID and password, and I must take prudent measures to protect my UserID and password. I am responsible for changing my password immediately after a new password has been issued to me by WCB. I may only use my UserID and password to perform activities related to my business with WCB and I may only perform authorized functions. Any unauthorized attempt to access or modify computer system information or to interfere with normal systems operations, whether on WCB computer systems or networks that are accessible from WCB, may result in the suspension or termination of my access and possible legal action being taken.
Information sent to WCB will only have legal effect after it has been submitted and properly received, and is accessible to WCB.
I agree to the terms and conditions.
Next
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9. Review and accept the terms and conditions by placing a checkmark beside "I agree to the terms and conditions" and click the Next button. You will now be logged on to your User ID.

Note: Once you have created a User ID, you will be granted the Online Administrator role if one does not already exist. Please see Getting Started on Page 4 to request access to online services. When the Online Administrator role is assigned to a user, a letter is sent to the Primary Contact on the claim, usually the Worker. If you are the Primary Contact on the claim and wish to change the Online Administrator access, it will be your responsibility to contact WCB to make the change.

If you wish to be notified on all subsequent user requests, please disable the key fact questions as soon as you become the Online Administrator (please see page 9). This will ensure that any subsequent requests for myWCB access to your claim information are sent to you for approval.

Online Administrator Guide

Online Administrators are individuals designated the responsibility to manage myWCB access to specific WCB claims. They can:

- create new users,
- approve access,
- modify access for existing users,
- deactivate users who should no longer have access,
- reset passwords, and
- update user profiles.

As an Online Administrator, you will be notified by email when access has been granted to an individual. When access has been requested but can not be automatically granted, your approval will be requested via email.

Please review the **Online Administrator Guide** for further information on Online Administrator functions before proceeding further with this guide.

The Online Administrator Guide is located at:
http://www.wcb.ab.ca/onlineservices/ebiz_guides/pdfs/user_guide_mywcb.pdf

How to Disable Key Fact Questions

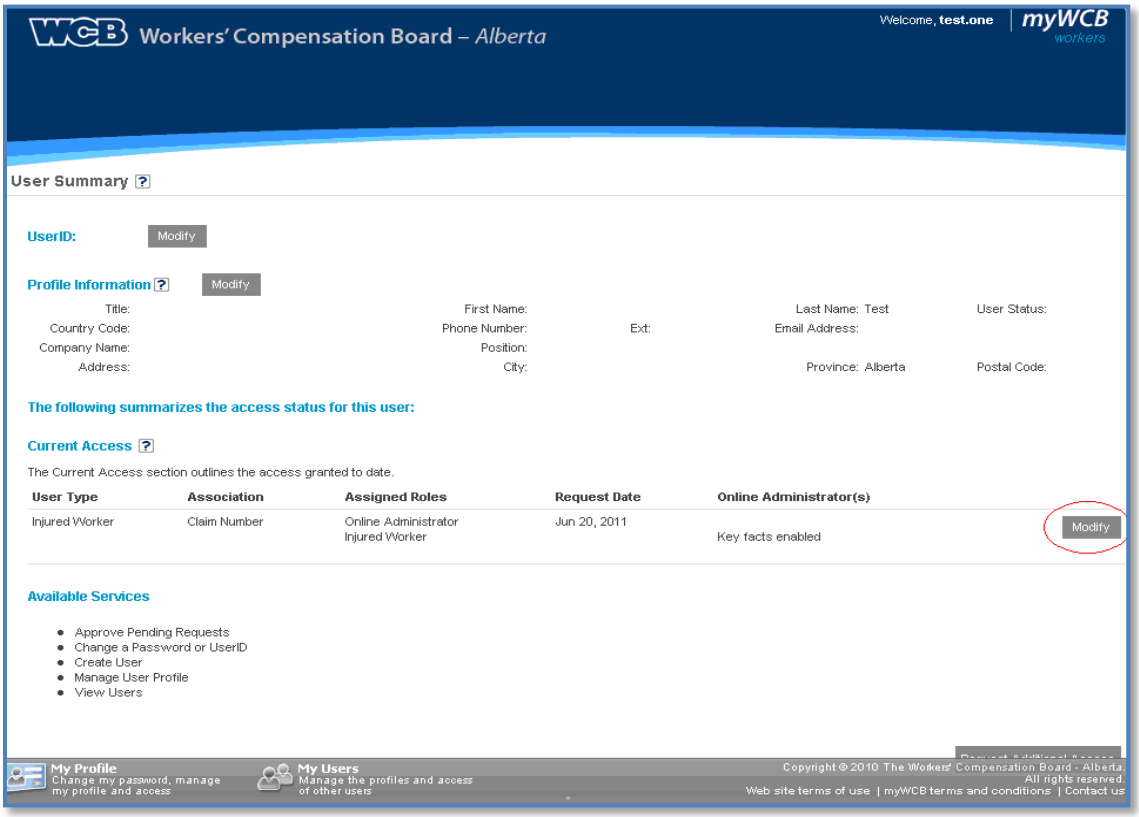
Key facts are questions pertaining to your claims. TWO of these key facts must be answered correctly in order for a new user to proceed with the creation of a User ID.

Note: Key Fact Questions will be 'enabled' by default. If you would like to disable key fact questions so all future requests have to go through you, please go through the following steps:

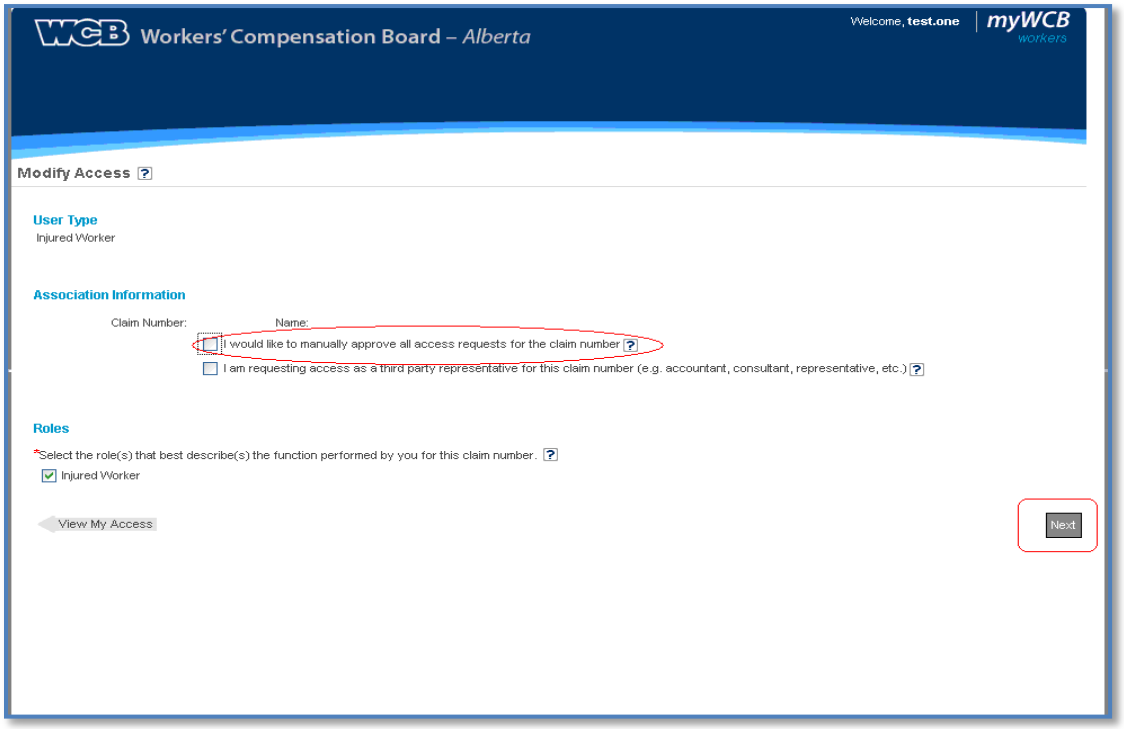
1. Once you are logged in with your User ID, click on 'View my Access' in the 'My Profile' menu located in the bottom left of the screen.

Change My Password or UserID
Manage My Profile
View My Access
Request Additional Access
My Profile
Change my password, manage my profile and access

2. Click on the 'Modify' button next to the 'Key Facts enabled'



3. Click on the ‘I would like to manually approve all requests for the claim number’ box. Click Next.

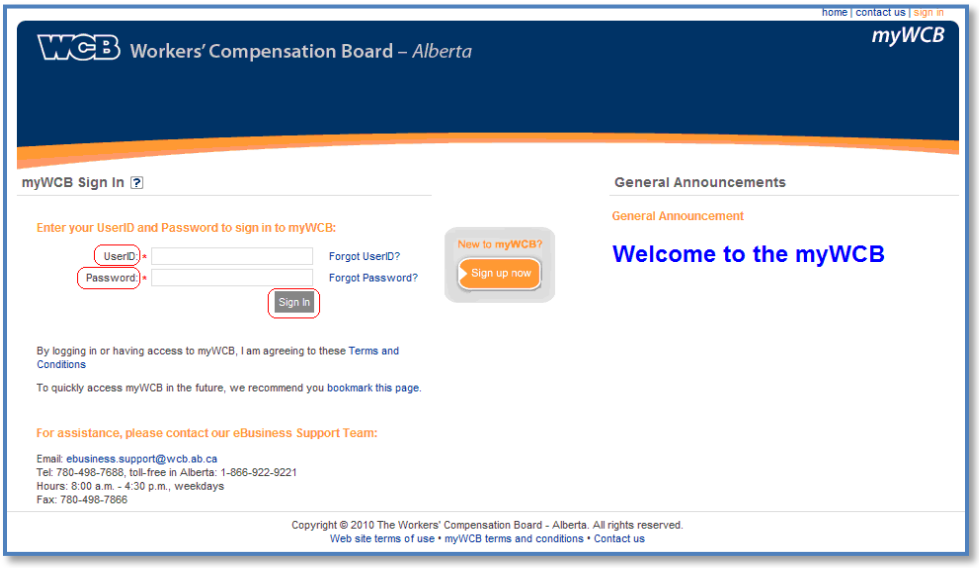

Workers' Compensation Board – Alberta
Welcome, test.one
myWCB
workers
Modify Access
User Type
Injured Worker
Association Information
Claim Number:
Name:
I would like to manually approve all access requests for the claim number
I am requesting access as a third party representative for this claim number (e.g. accountant, consultant, representative, etc.)
Roles
*Select the role(s) that best describe(s) the function performed by you for this claim number.
Injured Worker
View My Access
Next

4. Review the information on the following screen and click on the ‘Submit’ button. Key Fact questions will be disabled.

Signing in

1. Go to the myWCB Sign In page at **https://my.wcb.ab.ca**

Note: You must successfully complete the "Getting Started" process (please see page 4) prior to beginning the "myWCB Sign In" process


home | contact us | sign in
Workers' Compensation Board – Alberta
myWCB
myWCB Sign In
Enter your UserID and Password to sign in to myWCB:
UserID:
Password:
Forgot UserID?
Forgot Password?
Sign In
New to myWCB?
Sign up now
By logging in or having access to myWCB, I am agreeing to these Terms and Conditions
To quickly access myWCB in the future, we recommend you bookmark this page.
For assistance, please contact our eBusiness Support Team:
Email: ebusiness.support@wcb.ab.ca
Tel: 780-498-7688, toll-free in Alberta: 1-866-922-9221
Hours: 8:00 a.m. - 4:30 p.m., weekdays
Fax: 780-498-7866
General Announcements
General Announcement
Welcome to the myWCB
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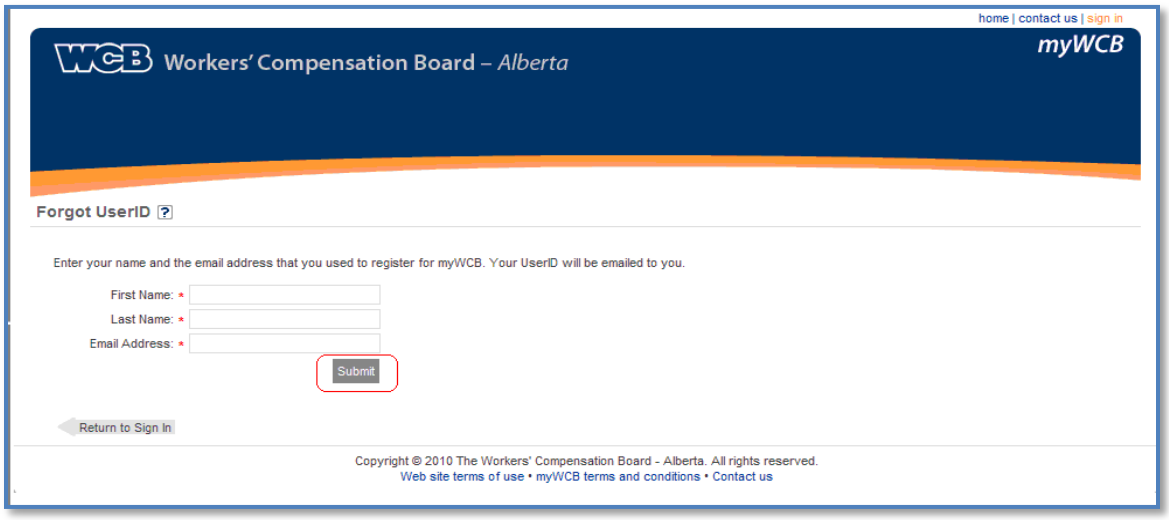
2. Enter your UserID and password. Click the Sign In button. Please note, the password is case sensitive.

Note: You will be required to accept the terms and conditions, on your first sign in.

Forgot UserID

1. Click the Forgot UserID link on the Sign In page. The following window will be displayed.


home | contact us | sign in
WCB Workers' Compensation Board – Alberta
myWCB
Forgot UserID
Enter your name and the email address that you used to register for myWCB. Your UserID will be emailed to you.
First Name: *
Last Name: *
Email Address: *
Submit
Return to Sign In
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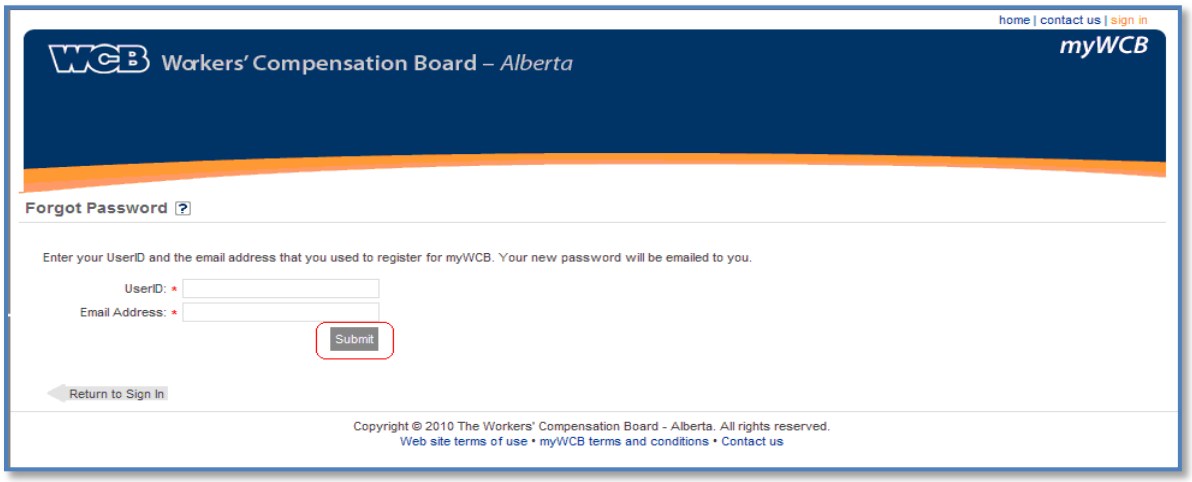
2. Enter your first name, last name and email address associated with your User ID. Click the Submit button. Your User ID will be emailed to you.
   Note: If you are unable to provide the required information, please contact the eBusiness Support Team.

Forgot Password

1. Click the Forgot Password link on the Sign In page. The following window will be displayed.


home | contact us | sign in
WCB Workers' Compensation Board – Alberta
myWCB
Forgot Password
Enter your UserID and the email address that you used to register for myWCB. Your new password will be emailed to you.
UserID: *
Email Address: *
Submit
Return to Sign In
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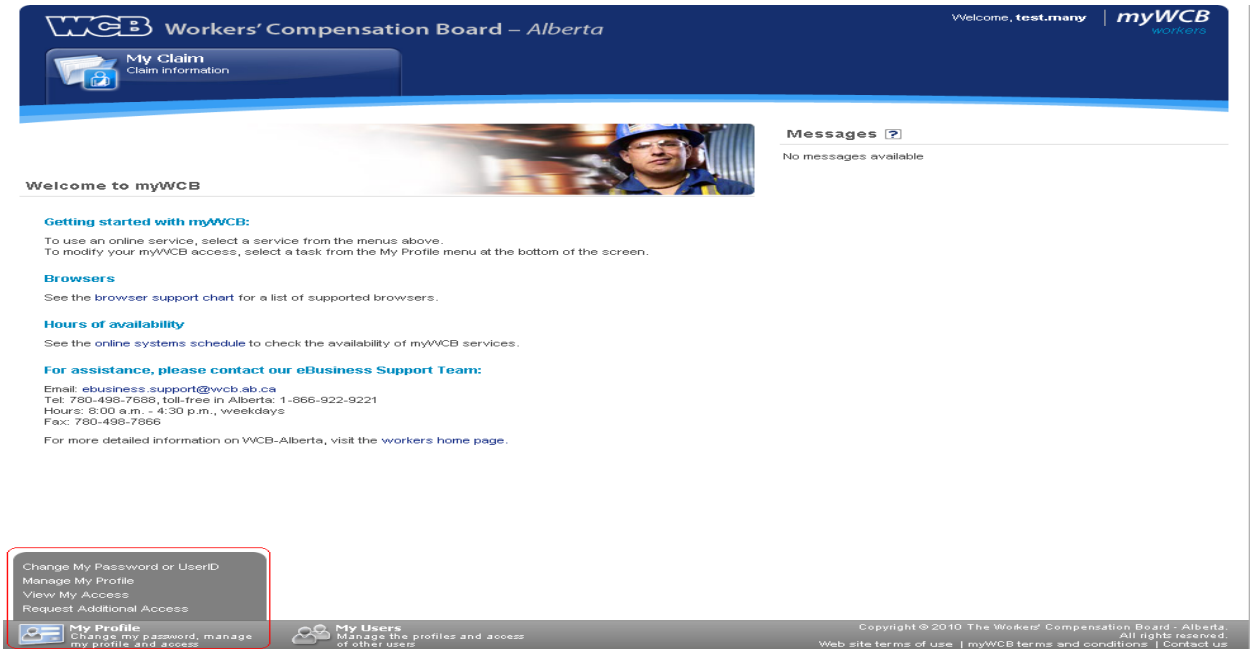
2. Enter your User ID and email address associated with your User ID. Click the Submit button. A new temporary password will be emailed to you.

Making changes to my profile and access

The My Profile menu is found in the bottom left of the screen:


Workers' Compensation Board – Alberta
Welcome, test.many
myWCB
workers
My Claim
Claim information
Messages
No messages available
Welcome to myWCB
Getting started with myWCB:
To use an online service, select a service from the menus above.
To modify your myWCB access, select a task from the My Profile menu at the bottom of the screen.
Browsers
See the browser support chart for a list of supported browsers.
Hours of availability
See the online systems schedule to check the availability of myWCB services.
For assistance, please contact our eBusiness Support Team:
Email: ebusiness.support@wcb.ab.ca
Tel: 780-498-7688, toll-free in Alberta: 1-866-922-9221
Hours: 8:00 a.m. - 4:30 p.m., weekdays
Fax: 780-498-7866
For more detailed information on WCB-Alberta, visit the workers home page.
Change My Password or UserID
Manage My Profile
View My Access
Request Additional Access
My Profile
Change my password, manage my profile and access
My Users
Manage the profiles and access of other users
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The My Profile menu provides the following options:

1. Change My Password or UserID
2. Manage My Profile - changes to your personal and/or company information
3. View My Access – view your current access to myWCB
4. Request Additional Access – request or modify your current access.

Note: To add other claims under you access, login with your User ID and click on 'View my access' under 'My Profile'. Once you are in the screen, click on the 'Request Additional Access' button to add more claims.

Viewing Claim Information

Once you are logged in to myWCB, click on the 'View My Claim Information' link:

Workers' Online Services - WOS

Workers' Online Services allows you to view your claim information such as, your mailing address, phone number, email address and claim decision. It will also allow you to view payment information such as the date when the last payment was issued as well as the date when the next payment will be issued.

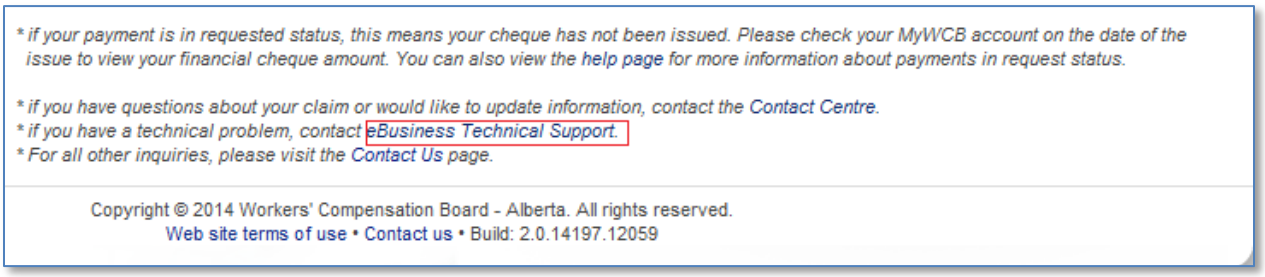
If you have more than one claim number, you can specify which claim you would like information on by using the drop down Claim number field.

Note: Only payments issued in the past 365 days, and those that will be issued within the coming 7 days will be displayed.

Workers' Compensation Board – Alberta
Welcome, test.one
myWCB
workers
My Claim Information
My Details
Name: Test One
Address: 1 Main Street, Somewhere, Alberta Canada, T0T 0T0
Phone: 780-123-4567
E-Mail:
Gender: Male
Date of birth: 1929-11-12
Quick Links
Frequently Asked Questions
Contact Centre
Worker Handbook
Claim Overview
Claim number: * 0000000
Claim type: Time Loss
Claim decision: Accepted
Date of accident: 2013-11-12
WCB Contact: WCB Contact - 7801234555
Disbursement Information
Issue Date
Status
Disbursement Number
Amount
Description
2014/09/22 Issued 0000004 $12.33 DRUG
2014/09/22 Issued 0000003 $234.55 TEMP PART DIS
2014/09/22 Issued 0000002 $405.11 TEMP PART DIS
2014/07/28 Issued 0000001 $212.22 HOME MODS
* if your payment is in requested status, this means your cheque has not been issued. Please check your MyWCB account on the date of the issue to view your financial cheque amount. You can also view the help page for more information about payments in request status.
* if you have questions about your claim or would like to update information, contact the Contact Centre.
* if you have a technical problem, contact eBusiness Technical Support.
* For all other inquiries, please visit the Contact Us page.

Contact WCB

In the event that you are experiencing technical issues with Workers' Online Services, you may contact the eBusiness Support Team by selecting the "contact WCB" link in the top right hand corner, or by going to the bottom of the page and selecting the "eBusiness Technical Support" link.


* if your payment is in requested status, this means your cheque has not been issued. Please check your MyWCB account on the date of the issue to view your financial cheque amount. You can also view the help page for more information about payments in request status.
* if you have questions about your claim or would like to update information, contact the Contact Centre.
* if you have a technical problem, contact eBusiness Technical Support.
* For all other inquiries, please visit the Contact Us page.
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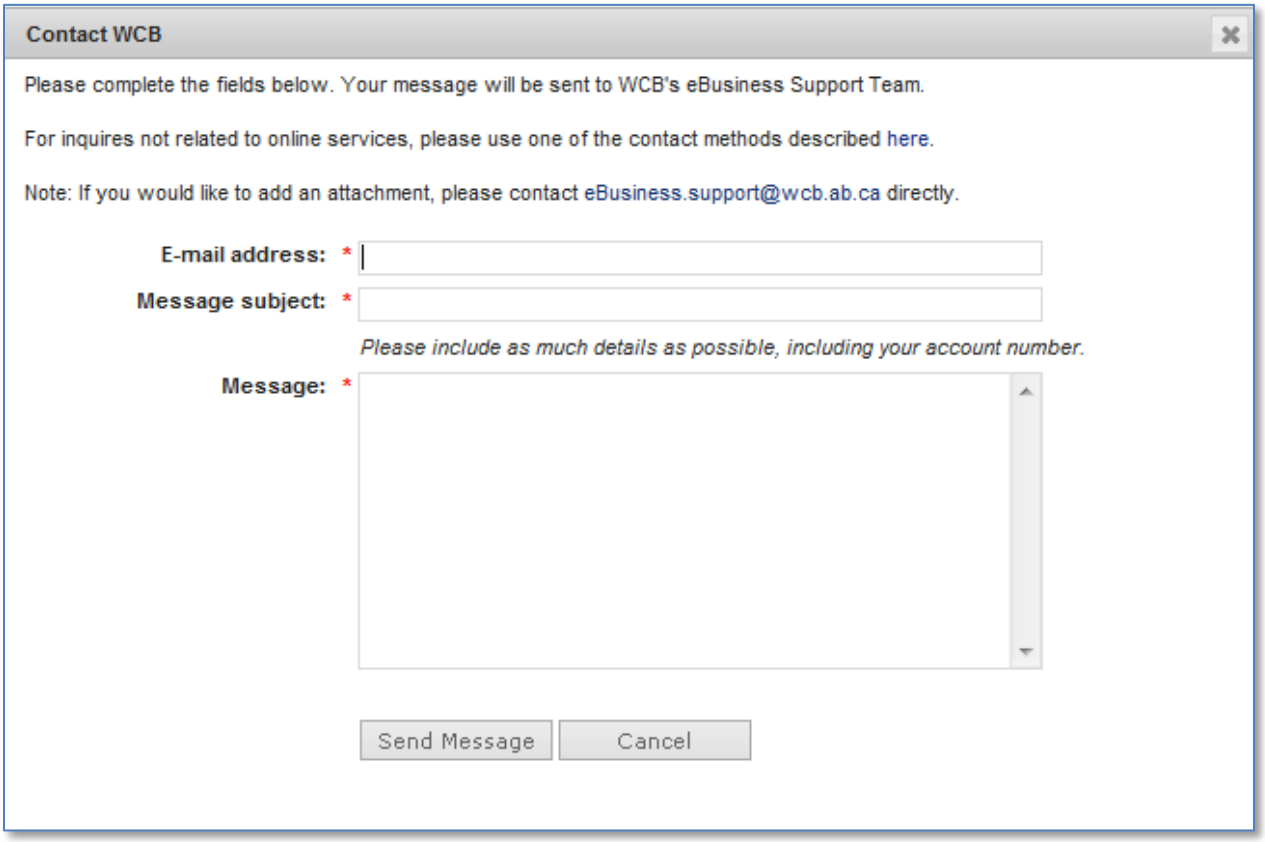
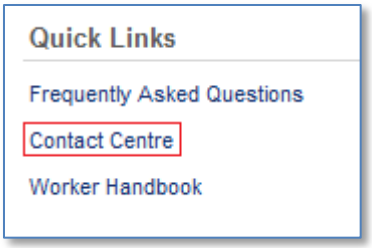
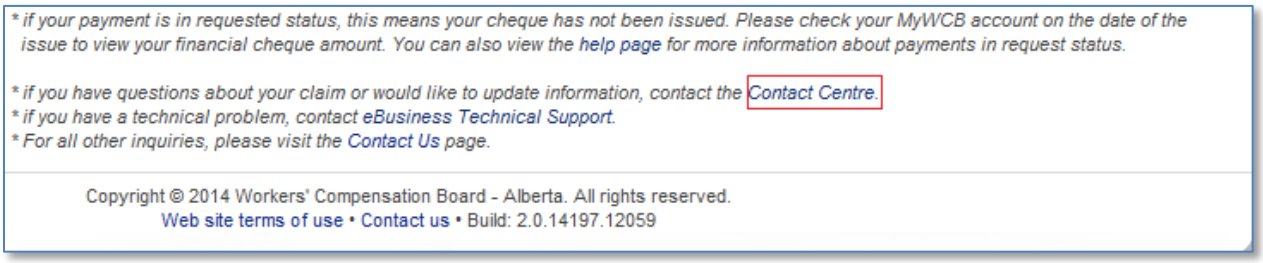

Contact WCB
Please complete the fields below. Your message will be sent to WCB's eBusiness Support Team.
For inquires not related to online services, please use one of the contact methods described here.
Note: If you would like to add an attachment, please contact eBusiness.support@wcb.ab.ca directly.
E-mail address: *
Message subject: *
Please include as much details as possible, including your account number.
Message: *
Send Message
Cancel

You can also contact WCB's Contact Centre if you have any general questions about your claim, or if you would like to update your information (i.e. Address, Phone Number etc). To do so, click on the "Contact Centre" link on the left side of the screen under Quick Links, or click on the "Contact Centre" link located at the bottom of the page.




* if your payment is in requested status, this means your cheque has not been issued. Please check your MyWCB account on the date of the issue to view your financial cheque amount. You can also view the help page for more information about payments in request status.
* if you have questions about your claim or would like to update information, contact the Contact Centre.
* if you have a technical problem, contact eBusiness Technical Support.
* For all other inquiries, please visit the Contact Us page.
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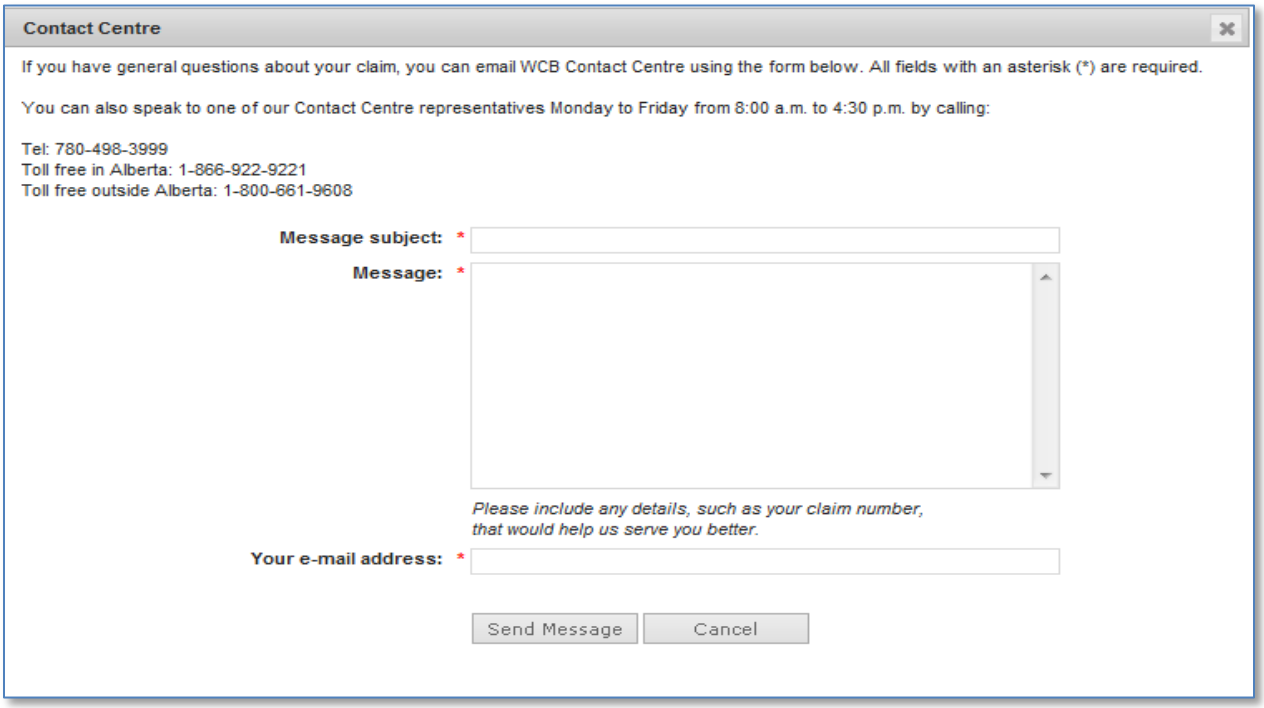
Contact Centre
If you have general questions about your claim, you can email WCB Contact Centre using the form below. All fields with an asterisk (*) are required.
You can also speak to one of our Contact Centre representatives Monday to Friday from 8:00 a.m. to 4:30 p.m. by calling:
Tel: 780-498-3999
Toll free in Alberta: 1-866-922-9221
Toll free outside Alberta: 1-800-661-9608
Message subject: *
Message: *
Please include any details, such as your claim number, that would help us serve you better.
Your e-mail address: *
Send Message
Cancel

HELP

The help pages will open up in a new window explaining detailed features of the application and related terminology.

Logging Out

When you click on the “close” link in the top right hand corner, you will be taken out of the Workers’ Online Services application, but you will remain logged into myWCB. To log out of myWCB, click on the “Sign Out” link within myWCB.

Additional Help

Frequently Asked Questions

1. **I can't log in.**

   Here are a few things to keep in mind when trying to log in:

   - Ensure that you are at the correct site. The address at the top of the login screen should read: **https://my.wcb.ab.ca**
   - Ensure your User ID is correct. If you have forgotten your User ID, click on "Forgot User ID", fill in the required information and your User ID will be emailed to you.
   - Ensure your password is correct. The password is case-sensitive. If you have forgotten your password, click the "Forgot Password?" link. The system will prompt you to enter the User ID and email address you selected when you registered online, and a new password will be emailed to you.

   If you still cannot log on, please contact the eBusiness Support Team

2. **I get a system error when I try to log into Workers' Online Services**

   If you are experiencing any technical difficulties, please contact the eBusiness Support team:

3. **Another user has signed up for a User ID without my authorization**

   If another person has created a User ID for your claim, you must contact WCB – Alberta's eBusiness Support team to have this access revoked.

Contact Us

If this guide or the online help files do not answer your questions, the eBusiness Support Team is available for assistance.

eBusiness Support Team
Phone: 780-498-7688
Fax: 780-498-7866
Email: ebusiness.support@wcb.ab.ca

The eBusiness Support Team is available from 8:00am to 4:30pm Monday through Friday (excluding statutory holidays).